Randa, Johna A

From:

Phillips, Mattie

To:

dreinig@att.com

Cc:

Clayton, Victoria; Robertson, Jacqueline; Strawter, Rodney

Subject:

LNP ORDER CONCERNS

Hi Donna,

I know you are aware of the problem, but I wanted to make sure you are able to address some immediate concerns. BellSouth has received approximately 30 orders for LNP in Kentucky. The BAN/OCN is incorrect on these orders, yet the numbers have been taken from NPAC. This presents several issues: BellSouth is not able to provision the disconnect orders, the end users are currently being double billed, the end user may or may not receive all of their calls. Can you let me know when the problem will be resolved? Also how to go about fixing the orders BellSouth currently have received? Thanks again for your help.

Mattie Gail Phillips
BellSouth Interconnection Services

770-492-7783

Randa, Johna A

From:

mmichaux@att.com

To:

Flint, Jan

Subject:

Incorrect Continued Billing for Ported AT&T/Insight Broadband Customers



June 15, 2001

Re: Continued Billing on AT&T/Insight Ported Customers & \$15.00 Disconnect Fee

Dear Jan,

The purpose of this letter is request that BellSouth provide to AT&T a root cause analysis on the continued billing of the AT&T/Insight Broadband customers in Kentucky.

We have received notification from the attached list of customers who have continued to receive local service billing charges from BellSouth after their services were ported over to AT&T/Insight Broadband. Additionally, several of these customers have been billed a disconnect service fee in the amount of \$15.00.

These customers have contacted the BellSouth billing department to discuss this issues and were referred by BellSouth to contact AT&T/Insight Broadband for corrections. Several of these customers have been threatened by BellSouth to have their "past due billing" submitted to a collection agency with a negative credit reporting.

We are requesting that these customers be credited properly on their accounts from the date their services were ported to AT&T/Insight Broadband. The credits to their billing account should also include the \$15.00 disconnect fees that they were billed.

The AT&T representatives located in the Denver provisioning center has prepared the BellSouth Billing Adjustment Request Forms for each of our identified customers and forwarded the information to the appropriate BellSouth escalation person.

Your immediate attention is required and if you should require further information, please feel free to contact me.

Sincerely,
Mellony Michaux
Manager- <
Manager- <
ATT_InsightCust.xls>>

AT&T 404-810-4274 Ofc. 404-810-3131 Fax 800-414-1343 Pgr.

2

		Billing After	Disconnect	
AT&T /Insight Cust. & Tel.Number	Port Date	Port Date	Fee Charged	Order Number
Fred Hines 502-964-4962	4/4/2001	************************************		D41NWQL5
Mark McKune 502-962-8732	5/2/2001	Yes		D4110077
Robert Louis Vaughn 502-368-6453	4/25/2001	Yes		D4DT7TH8
Jeannie Routon 502-969-0925	5/2/2001	Yes		D4DBDTNX9
Ronald Kimberly 502-375-1778	4/27/2001	Yes		D42L85C4
Mary Ann Greenwell 502-367-7427	4/9/2001	Yes		
J. Broyles 502-969-2975	5/9/2001	Yes		
Kevin Yahl 502-962-0500	4/24/2001	Yes		
Thomas E. Churchman 502-367-7635	4/24/2001	Yes		
Denise Marshall 502-366-3209	4/25/2001	Yes		D47X3JK9
Richard Springmier 502-239-3557, 502-	Ì			D45MW02,
239-3820	4/19/2001	Yes		D4909LJO
Denise Gibson 502-367-7478	12/27/2001	Yes	\$15.00	D4D0990
Cynthia Whitener 502-366-3915	4/3/2001	Yes	\$15.00	D44MWXG6
Connie Huddleston	1/4/2001	Yes	\$15.00	
Mary Lindsey 502-361-8580	4/9/2001	Yes		
Pamela Murphy 502-966-9908	4/26/2001	Yes		
Harold Davis 502-364-0919, 502-368-				
1556	4/10/2001	Yes		
Donnie Huddleston 502-368-7349	4/4/2001	Yes		D420T5FO
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